

UW 2-1-1 / Financial Assistance and Support; Food, Shelter, Clothing and Furniture; and Housing

MAJOR CATEGORY 2016 - 2017	July '16	Aug '16	Sep '16	Oct '16	Nov '16	Dec '16	Jan '17	Feb '17	Mar '17	Apr '17	May '17	Jun '17	Total '15-16
MONTHLY CALL VOLUME	9,083	10,460	8,648	9,688	6,202	5,329	6,642	5,500	5,028	5,412			71,992
FINANCIAL ASSISTANCE (# of Calls)	3,064	4,070	3,666	2,859	2,370	1,641	2,101	1,373	1,103	1,411			23,658
Financial Assistance RENT (Referrals)	1,792	2,078	1,669	1,513	1,341	1,164	1,385	730	649	1,052			13,373
Financial Assistance MORTGAGE (Referrals)	82	100	68	56	42	55	58	35	34	43			573
Financial Assistance UTILITIES (Referrals)	2,830	3,617	2,951	2,689	1,860	1,382	1,488	904	768	950			19,439
Financial Assistance DEPOSITS - Rent (Referrals)	210	280	255	168	167	117	170	104	96	117			1,684
Financial Assistance DEPOSITS - Utilities (Referrals)	241	304	207	182	139	124	171	143	115	102			1,728
FOOD/SHELTER/CLOTHING (# of Calls)	425	669	395	705	427	380	367	285	328	294			4,275
Food (Referrals)	688	665	551	1,168	505	506	441	273	278	443			5,518
Shelter (Referrals)	244	240	262	243	250	226	247	182	238	199			2,331
Clothing (Referrals)	66	112	107	89	80	62	171	40	53	60			840
Domestic Violence Shelter (Referrals)	16	11	11	8	7	6	4	7	4	5			79
HOUSING - PERMANENT (Referrals)	53	55	66	44	38	35	47	46	68	54			506
Average Speed Answered (Goal - 70 seconds)	1:29	2:32	1:42	1:44	0:59	1:24	1:20	0:52	0:34	0:48			1:20
Length of Calls (Goal - 4 minutes)	3:59	3:46	3:38	3:41	3:35	3:24	4:01	4:18	4:26	4:05			3:53
Hang-Up / Abandonments (Actual # and Average)	1,166	1,653	753	1,061	347	414	499	318	214	320			6,745
Abandonment Rate - Goal (14 percent)	13%	15%	9%	11%	5%	7%	7%	6%	4%	6%			8%
Call Vol. Increase/Decrease (from previous year)	-7%	2%	-9%	15%	-12%	-16%	-22%	-31%	-39%	-35%			-15%

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MAJOR CATEGORY 2015 - 2016	July '15	Aug '15	Sep '15	Oct '15	Nov '15	Dec '15	Jan '16	Feb '16	Mar '16	Apr '16	May '16	Jun '16	Total '15-16
MONTHLY CALL VOLUME	9,802	10,222	9,501	8,447	7,066	6,405	8,493	8,009	8,377	8,399	8,318	9,343	102,382
FINANCIAL ASSISTANCE (# of Calls)	3,088	3,421	3,516	3,107	1,616	1,939	2,151	1,632	1,880	2,193	2,244	2,531	29,318
Financial Assistance RENT (Referrals)	1,618	1,818	1,777	1,808	1,186	1,386	1,341	767	790	1,187	1,348	1,621	16,647
Financial Assistance MORTGAGE (Referrals)	55	35	51	57	28	34	41	36	33	51	44	65	530
Financial Assistance UTILITIES (Referrals)	2,799	3,508	3,137	2,850	1,355	1,384	1,801	1,397	1,697	1,555	1,499	1,910	24,892
Financial Assistance DEPOSITS - Rent (Referrals)	158	168	199	163	130	135	124	141	121	154	154	215	1,862
Financial Assistance DEPOSITS - Utilities (Referrals)	189	195	186	239	156	224	161	176	189	178	140	240	2,273
FOOD/SHELTER/CLOTHING (# of Calls)	350	355	396	328	232	333	291	245	385	379	329	388	4,011
Food (Referrals)	434	493	539	399	293	435	325	205	391	483	461	662	5,120
Shelter (Referrals)	155	144	153	142	130	185	144	147	182	157	169	156	1,864
Clothing (Referrals)	63	86	137	97	48	53	30	24	51	37	50	55	731
Domestic Violence Shelter (Referrals)	8	4	6	6	5	6	5	4	3	4	8	1	60
HOUSING - PERMANENT (Referrals)	66	53	70	40	25	28	32	49	59	61	81	56	620
Average Speed Answered (Goal - 70 seconds)	3:30	3:43	1:14	1:13	1:09	2:20	2:49	1:56	1:38	2:02	1:26	1:35	2:02
Length of Calls (Goal - 4 minutes)	4:03	4:04	4:05	4:25	4:32	4:05	3:38	3:48	4:13	3:58	3:45	3:38	4:01
Hang-Up / Abandonments (Actual # and Average)	1,987	1,951	1,437	1,460	1,413	643	1,594	1,197	1,383	1,319	1,024	1,254	16,662
Abandonment Rate - Goal (14 percent)	20%	19%	15%	17%	20%	10%	18%	15%	16%	15%	12%	13%	16%
Call Vol. Increase/Decrease (from previous year)	-6%	1%	-9%	-12%	-10%	-17%	11%	17%	7%	3%	18%	12%	1%

TOP REFERRALS for April 2017

COJ / Social Services Division / Emergency Assistance Program	944
Downtown Ecumenical Services Council, Inc. / Limited Financial Assistance	591
Arlington Community Services	153
Catholic Charities Bureau, Inc. / Emergency Financial Assistance	73
Changing Homelessness / Veteran Assistance	73
Northeast Florida Community Action Agency / Veteran Assistance	49
The Potter's House / Food Pantry	47
Faith-to-Grow / Cross-Cultural Outreach	44
Sacred Heart Catholic Church	44
St. Johns Social Services	40
Bridge the Gap, Inc.	38
Beaches Emergency Assisatance Ministry (BEAM) / Emergency Financial Assistance	38
Downtown Ecumenical Services Council, Inc. / Food Pantry	35
elderSource	33
Society of St. Vincent de Paul / St. Catherine's Conference / Financial Assistance / Clay County	33
The Salvation Army of Clay county	33
Catholic Charities Bureau, Inc. / Food Pantry	30
Ability Housing of Northeast Florida, Inc.	29
Family Promise of Jacksonville, Inc.	28
The Salvation Army Northeast Florida Area Command / Red Shield Lodge	28
Bethany Ministries / Food Pantry	27
Catholic Charities / St. Johns County / Emergency Assistance	26
Trinity Evangelical Lutheran Church / Food Pantry	26
The Sulzbacher Center / Shelter Services	25
Jacksonville Housing Authority	22
The Salvation Army NEFL Area Command / Food Pantry	21
Evangel Temple - Main Campus / Food Pantry & Clothing Closet	20
Household of Faith Church / Food Pantry	20
St. Vincent du Paul / Holy Spirit Catholic Church	20
The Salvation Army of Clay County / Emergency Services	20
Trinity Rescue Mission Homeless Shelter	19
The City Rescue Mission, Inc. / Emergency Support Programs	19

Follow-up Calls April 2017

Total Number of Follow-up Calls attempted		520
Percentage of Follow-up Calls identified out of Total Call Volume (5412)		10%
Total Numbers of callers that were satisfied with Information/Referrals from 2-1-1		172
Percentage of Satisfied callers identified out of Total Contacts (177)		97%
Total Number of Referrals Called Three Times Without an Answer		343
Percentage of Referrals Called Three Times Without An Answer		66%
Total Number of Referral Calls That Received Assistance From An Agency		73
Percentage of Referral Calls That Received Assistance From An Agency		41%
Total Number of Referral Calls That Did Not Receive Assistance From An Agency		104
Percentage of Referral Calls That Did Not Receive Assistance From An Agency		59%
<u>REASONS CALLER DID NOT RECEIVE ASSISTANCE</u>		
AGENCY =		59
Out of Funds	1	
Unable to Reach, Line Busy	54	
Application Being Processed/Waiting	4	
CALLER =		45
Caller Ineligible		
Income Too High	0	
Previously Used Service	12	
Did not Meet Agency Requirements	16	
Caller Did Not Contact Agency		
Made Other Arrangements	1	
Did Not Call for Services	2	
Other		
Caller Rejected Assistance	2	
All Shelters / Services Full	3	
No Free Transportation	1	
Caller Missed Scheduled Appointment	1	
No Program Available / Service Does Not Exist	1	
Holiday Assistance Program Closed	0	
Unable to Contact Client (Collaborative Intake)	2	
Caller Doesn't Remember	4	
TOTAL	104	104

Call Profile By County for April 2017

Duval	3869
St. Johns	349
Clay	445
Nassau	89
Putnam	80
Columbia	78
Suwannee	35
Baker	31
Hamilton	15
<i>Other Florida Counties</i>	52
<i>Other States</i>	10
<i>Caller declined to give</i>	39
<i>Abandoned calls, hang-ups</i>	320
Total Calls for April 2017	5412

Top 10 Zip Codes - Duval County

Northside	32209	395
Westside	32210	297
Springfield	32208	231
Westside	32218	204
Northside	32244	178
Arlington	32206	176
Downtown	32211	176
Downtown	32202	155
Arlington	32277	134
Riverside	32205	131